

Public Comment to Practice Transformation Task Force Meeting
October 9, 2018

I am writing to express my concern that Consumer Advisory Board was described at the last Practice Transformation Task Force Meeting as being satisfied with the consumer engagement process in the Primary Care Modernization (PCM) Design Groups.

Consumer Advisory Board has expressed appreciation for consumer representation in the PCM Design Groups but there have been serious concerns raised about time frames, materials not getting to participants with enough time to prepare and the need to know what happens with consumer questions, comments and issues raised in the Design Group discussions.

I know the time frames on this project are very difficult and that this is a work in progress. Freedman Healthcare has been very supportive of consumer participation in PCM Design Group discussions. But it is important that the concerns that have been described are addressed through the following.

- 1) Consumer Representatives must receive materials with enough time to review and consider them.
- 2) Questions and issues raised by Consumer Representatives must be documented, answered and addressed.
- 3) Consumer Representatives must receive updates, decisions and amended materials related to their Design Group work.

Many thanks to the Practice Transformation Task Force for your commitment to improving the health of Connecticut individuals, families and communities.

Respectfully Submitted by
Arlene Murphy
Consumer Advisory Board